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Features, Controls and Identification

Your hearing instrument controls include:

- 1. Earhook
- 2. Microphones
- 3 Switch
- 4. Battery compartment (on/off control)
- 5. Side indicator RED is for RIGHT ear, BLUE is for LEFT ear.
- 6. Tamper resistant battery compartment lock

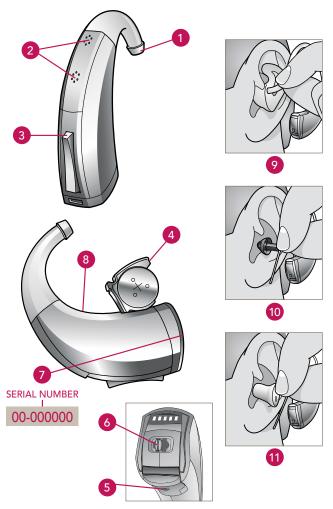
Your hearing instrument can be identified by:

- 7. Location of serial number
- 8. Location of manufacturer's name and model name

Comfort Fit Solutions:

- 9. Standard Earmold with tubing
- 10. Thin tube with Instant Fit Earbud
- 11. Thin tube with Custom Eartip

mini BTE Overview



Preparation

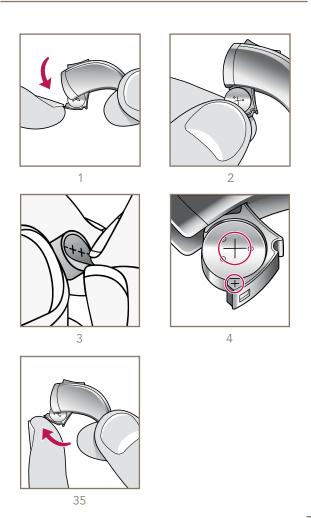
Batteries

Your hearing instrument uses a battery as its power source. The battery size can be identified by the brown (312) color code on the packaging.

To insert or replace the battery:

- 1. Use the nail grip on the battery door.
- 2. Open the battery door gently and remove the old battery.
- 3. Remove the tab from the new battery.
- 4. Line up the battery's plus "+" sign (flat side of the battery) with the battery door "+" sign.
- 5. Close the battery door.

Preparation



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Preparation

Battery Indicator Tones

An indicator will sound when the battery's voltage is low. You have approximately 5 minutes* to replace the battery. An indicator will sound just before the battery stops working.

* Actual time between low battery indicator and shut down will vary depending on environmental noise levels and brand of battery used.

Tamper Resistant Battery Compartment

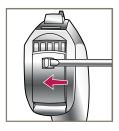
To lock the battery door:

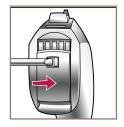
Use an appropriate tool to slide the recessed switch to the left until it "clicks" and the colored mark is visible.

To unlock the battery door:

Slide the recessed switch to the right until it "clicks" and the colored mark disappears.

Locking the door is not required for operation.





Helpful Hints

- NEVER FORCE THE BATTERY DOOR SHUT; this could result in serious damage; if the door will not close securely, check that the battery is inserted correctly
- Do not open the battery door too far or damage is likely to occur
- Dispose of used batteries immediately in the proper waste or recycling container
- Batteries vary in size and performance. Your hearing care professional is your best source for lifespan estimates and verification that you are using the proper size and type.

△ WARNING:

- **⚠** Keep out of reach of children and pets
- Check your medications before taking them batteries have been mistaken for pills
- Never put batteries in your mouth, as they can easily be swallowed

Insertion and Removal

Custom Earmold

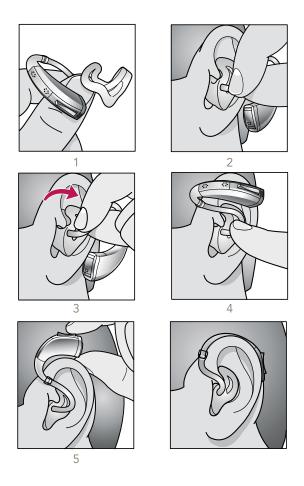
My hearing instrument uses:
$\ \square$ A Custom Earmold. See below.
 An Instant Fit Earbud or Custom Eartip. See page 13.

To insert the Custom Earmold and hearing instrument:

- Hold the Custom Earmold with your thumb and forefinger on the outer side near the tubing.
- Tilt your hand slightly forward and gently insert the canal tip of the Custom Earmold into your ear canal.
- 3. Rotate the Custom Earmold backward.
- 4. Softly press the Custom Earmold into place with your fingertip.
- Carefully place the BTE behind your ear wrapping the earhook over the top of your ear.

To remove the hearing instrument and Custom Earmold:

Take the instrument from behind your ear and gently pull the Custom Earmold outward. Pulling lightly down on the earlobe may help loosen the Custom Earmold as it is removed.



Insertion and Removal

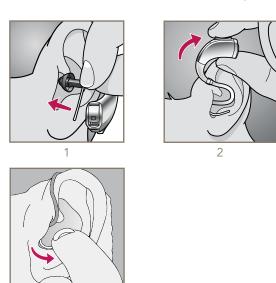
Helpful Hints

- Minor irritation and inflammation may occur as your ear becomes accustomed to having an object in it; if so, please contact your hearing care professional
- If an actual allergic reaction occurs, alternative earmold materials are available; contact your hearing care professional
- Severe swelling, discharge from the ear, excessive wax, or other unusual conditions warrant immediate consultation with a physician

Instant Fit Earbud or Custom Eartip

To insert the Instant Fit Earbud or Custom Eartip:

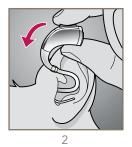
- 1. Insert the Instant Fit Earbud/Custom Eartip into your ear canal.
- 2. Gently wrap the BTE over your ear until it rests securely behind your ear.
- 3. Place the lock in the concha bowl of your ear.



To remove the hearing instrument and Instant Fit Earbud or Custom Eartip:

- 1. Remove the lock from the concha bowl of your ear.
- 2. Remove the hearing instrument from behind your ear.
- 3. Gently grasp the tubing at the opening of the ear canal and pull outward.







On & Off

To turn ON:

Insert a battery and completely close the battery door.

Your hearing instrument has a Power-On delay and may require a few seconds to power on. You may hear a tone series indicating that your device is fully powered on.

To turn OFF:

Open the battery door until the battery is no longer touching the battery contacts.

Switch: Volume Control & Multimemory

Your switch can be set to perform different functions. Ask your hearing care professional how your device is set.

☐ My hearing instrument's volume is set automatically. Please read the section below.
☐ My hearing instrument uses the switch for volume control. See page 16.
☐ My hearing instrument uses the switch for multimemory. See page 17.
☐ My hearing instrument has combined volume and memory control.

Automatic Volume Control

Your hearing system has been set to a specific volume level by your hearing care professional. If sounds are generally too loud or too soft, please contact your hearing care professional for advice and adjustment.

Operation

Volume Control

Your hearing system uses the switch to control volume. To increase volume, press then release the top part of the switch.

To decrease volume, press then release the bottom part of the switch.



Volume Settings

Volume Level	Tone	
Level 5 (More volume)	Five beeps plus tone	
Level 4	Four beeps	
Level 3 (Power on volume level)	Three beeps	
Level 2	Two beeps	
Level 1 (Less volume)	One beep plus tone	

Multimemory

Your hearing instrument is set up for multimemory control. Your hearing care professional can set up to four hearing programs for you. These additional programs are accessed by pressing the switch.

When you press the switch, you may hear an alert indicating the device has changed to the next program.

To advance through programs, press the top part of the switch.

To reverse cycle through programs, press the bottom part of the switch.

Ask your hearing professional about your specific hearing programs.

Combined Volume and Multimemory Control

Your hearing device is set up to adjust volume and programs. To adjust volume, press then release the switch (up to increase and down to decrease). To change programs, press and hold the switch (either up or down to cycle). The hearing aid will cycle through the programs and present indicators. Release the switch when you are at the desired program. The upper part of the switch increases volume and advances through programs. The lower part of the switch decreases volume and reverse cycles through programs.

Operation

Telephone Use

Your hearing instrument has a telephone feature that enables you to comfortably use the telephone without removing your hearing instrument or custom earmold.

My telephone feature is:	
☐ Automatic Telephone Response (ATR)	
☐ Automatic Telecoil (Autocoil)	
☐ Manual Telecoil (Program #)	

Automatic Telephone and Automatic Telecoil

Place the telephone handset in a normal position and then shift it slightly back. When correctly positioned, you will hear an indicator for the automatic activation of the telephone program. When finished, the hearing instrument will automatically return to the previous setting.

Telecoil and Manual Switching

Hearing instruments with a manual telecoil allow you to switch the devices to telephone mode when needed.

Manually switched telecoils are activated by choosing the telecoil setting using the switch.

General Telephone Use

Some hearing instruments work best by holding the phone close to, but not fully covering your ear. In some instances, if you encounter whistling (feedback), tilt the receiver at an angle until the whistling stops. Your hearing professional can provide instructions and techniques for your specific needs.





DISCLAIMER - Some hearing aid users have reported a buzzing sound in their hearing aids when they are using cell phones, indicating that the cell phone and hearing aid may not be compatible. According to the ANSI C63.19 standard (ANSI C63.19-2007 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of a particular hearing aid and cell phone can be predicted by adding the rating for the hearing aid immunity to the rating for the cell phone emissions. For example, the sum of a hearing aid rating of 2 (M2) and a telephone rating of 3 (M3) would result in a combined rating of 5. Any combined rating that equals at least 5 would provide "normal use"; a combined rating of 6 or greater would indicate "excellent performance."

The immunity of this hearing aid is at least M2/T2. The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

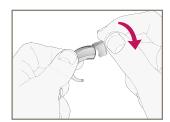
NOTE: The performance of individual hearing aids may vary with individual cell phones. Therefore, please try this hearing aid with your cell phone or, if you are purchasing a new phone, be sure to try it with your hearing aid prior to purchase. For additional guidance, please ask your cell phone provider for the booklet entitled "Hearing Aid Compatibility with Digital Wireless Cell Phones."

Direct Audio Input (DAI)

ш	wy hearing system is set up for DAI use.
	My hearing system is not set up for DAI use.
	See page 23.

Your hearing system has full direct audio input (DAI) capability. This allows you to connect your hearing system to an electronic sound source such as a wireless FM system, computer audio or an MP3 player. DAI can improve communication and sound quality when reverberation, distance and background noise compete with what you want to hear.

To attach the DAI shoe: Snap the DAI shoe on the bottom of the BTE.



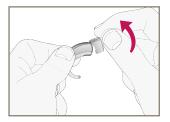
Operation

To remove the battery with the DAI shoe attached:

Hold the BTE and DAI shoe and press the tab on the lower part of the DAI shoe, then open the battery door.

To remove the DAI shoe:

Turn the BTE on the side. Grasp the BTE in one hand and the DAI shoe in the other. Gently bend at the seam between the DAI shoe and the hearing aid.



There are many FM systems available to help improve communication in challenging environments. Ask your hearing healthcare professional about personal FM systems.

Wireless Accessories*

There are several wireless accessories that allow you to control and maximize the full potential of your hearing system. These include a remote control as well as wireless connection to your cell phone and entertainment system. Consult with your hearing professional to determine if your hearing aids have wireless capabilities and which accessories may be best for you.

^{*}Wireless accessories are only compatible with hearing aids that have wireless technology.

Hearing Instrument Care

Instrument Care

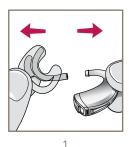
Do your best to keep your hearing instrument clean at all times. Heat, moisture and foreign substances can result in poor performance.

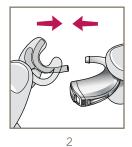
- Use a cleaning brush or soft cloth to clean debris from around the switches, microphone and battery compartment
- Never use water, solvents, cleaning fluids or oil to clean your instrument

My hearing instrument has:
☐ Standard tubing. See page 25.
☐ Thin tubing. See page 26.

Standard Tubing

- Separate the Custom Earmold from the BTE by gently pulling the tubing away from the earhook.
 - Use a soft, damp cloth or a cleaning brush to clean debris from the Custom Earmold
 - Wash the Custom Earmold with warm soapy water
 - Never use solvents
- 2. Slide the Custom Earmold tubing onto the BTE earhook when completely dry.



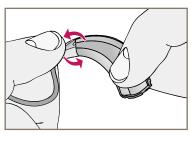


Your hearing care professional can provide further information on additional maintenance procedures for your hearing instrument if needed.

Hearing Instrument Care

Thin Tubing

1. Unscrew the tubing from the tip of the hearing instrument.



- 1
- Thread the cleaner through the tubing, starting at the end just removed from the hearing instrument, until it extends from the other end of the tubing.
- Brush the debris off prior to removing the cleaner.
- 4. Clean the Earbud/Eartip with a dry cloth or brush.
- 5. If necessary, the Earbud/Eartip may be washed in warm, soapy water. Remove the Earbud/Eartip from the tubing prior to washing. Allow the Earbud/Eartip to dry overnight.

Helpful Hints

- Make sure the Custom Earmold/Earbud/Eartip and tubing are completely dry before reconnecting to your hearing instrument earhook.
- When not wearing your hearing instrument, open the battery door to allow any moisture to evaporate.
- Do not take apart your hearing instruments or insert the cleaning tools inside them.
- When not in use, remove the batteries completely; place your hearing instrument in the storage container and store:
 - In a dry, safe place
 - Away from direct sunlight or heat to avoid extreme temperatures
 - Where you can easily find them
 - Safely out of reach of pets and children

Hearing Instrument Care

Service and Repair

If, for any reason, your hearing instrument does not operate properly, do NOT attempt to fix it yourself. Not only are you likely to violate any applicable warranties or insurance, you could easily cause further damage.

Should your hearing instrument fail or perform poorly, check the guide on the next page for possible solutions. If problems continue, contact your hearing care professional for advice and assistance. Many common problems may be solved right in your hearing care professional's office or clinic.

Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS	
	Low battery	Replace battery	
Not Loud	Blocked earmold/tubing/ earbud	Remove blockage and clean	
Enough	Hearing change	Contact your hearing care professional	
	Debris buildup	Clean both microphone and receiver with brush	
	Low battery	Replace battery	
Inconsistent Performance	Blocked earmold/tubing/ earbud	Remove blockage and clean	
	Low battery	Replace battery	
Unclear, Distorted Performance	Blocked earmold/tubing/ earbud	Remove blockage and clean	
	Defective hearing instrument	Contact your hearing care professional	
	Low battery	Replace battery	
Dead	Blocked earmold/tubing	Remove blockage and clean	
	Crimped tubing	Contact your hearing care professional	

Tips for Better Communication

Your hearing care professional will recommend an appropriate schedule to help you adapt to your new hearing system. It will take practice, time and patience for your brain to adapt to the new sounds that your hearing system provides. Hearing is only part of how we share thoughts, ideas and feelings. Reading lips, facial expressions and gestures can help the learning process and add to what amplification alone may miss.

Please review the following simple communication tips:

For You

- Move closer to and look at the speaker
- Sit face-to-face in a quiet room
- Try different locations to find the best place to listen
- Minimize distractions
- Background noises may be frustrating at first; remember, you have not heard them for a while
- Let others know what you need; keep in mind that people cannot "see" your hearing loss

Tips for Better Communication

- Develop realistic expectations of what your hearing instruments can and cannot do
- Better hearing with hearing instruments is a learned skill combining desire, practice and patience

For Your Family and Friends

Your family and friends are also affected by your hearing loss. Request that they:

- Get your full attention before beginning to speak
- Look at you or sit face-to-face in a quiet room
- Speak clearly and at a normal rate and level; shouting can actually make understanding more difficult
- Rephrase rather than repeat the same words; different words may be easier to understand
- Minimize distractions while speaking

Safety Information

Safety Information

Your hearing instruments are designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, it is still possible that you may experience interference caused by power line disturbances, airport metal detectors, electromagnetic fields from other medical devices, radio signals and electrostatic discharges.

If you use other medical devices or wear implantable medical devices such as defibrillators or pacemakers and are concerned that your hearing instruments might cause interference with your medical device, please contact your physician or the manufacturer of your medical device for information about the risk of disturbance.

Your hearing instruments should not be worn during an MRI procedure.

Your hearing instruments are classified as a Type B applied part under the IEC 60601-1 medical device standard.

Your hearing instruments should be stored within the temperature and humidity ranges of -40°C (-40°F) to +60°C (140°F) and 10%-95% rH.

Your hearing instruments are designed to operate beyond the range of temperatures comfortable to you, from very cold up to 50°C (122°F).

Use on Aircrafts*

The optional wireless capabilities that may be featured in your hearing instruments should not be used on an aircraft unless specifically permitted by the flight personnel. Your hearing care professional can enable a special program that allows your hearing aids to work without wireless functionality.

International Use*

Your hearing instruments are approved to operate at a radio frequency that is specific to your country or region and might not be approved for use outside your country or region. Be aware that operation during international travel may cause interference to other electronic devices, or other electronic devices may cause interference to your hearing instruments.

^{*}Applies to wireless hearing instruments only.

FDA Information

Required Information

The following additional information is provided in compliance with U.S. Food and Drug Administration (FDA) regulations:

WARNING TO HEARING AID DISPENSERS. A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- i. Visible congenital or traumatic deformity of the ear.
- ii. History of active drainage from the ear within the previous 90 days.
- History of sudden or rapidly progressive hearing loss within the previous 90 days.
- iv. Acute or chronic dizziness.
- Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- Audiometric air-bone gap equal to or greater than 15 decibels at 500 Hertz (Hz), 1,000 Hz and 2,000 Hz.
- vii. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- viii Pain or discomfort in the ear

IMPORTANT NOTICE FOR PROSPECTIVE HEARING AID USERS.

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists, or otorhinolaryngologists. The purpose of the medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip reading. In most cases infrequent use of a hearing aid does not permit a user to attain full benefit from it.

CHILDREN WITH HEARING LOSS. In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

FCC Information

REGULATORY NOTICES

FCC ID: EOA-3Sermini IC ID: 6903A-3Sermini

FCC NOTICE

This device complies with part 15 of the FCC rules and with RSS-210. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

Hereby, Starkey declares that the Tour mini BTE product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration of Conformity can be obtained from the below addresses.

Starkev

6600 Washington Ave. South Eden Prairie, MN 55344 USA



Starkey European Headquarters

Wm. F. Austin House, Bramhall Technology Park Pepper Road, Hazel Grove, Stockport SK7 5BX United Kingdom



Waste from electronic equipment must be handled according to local regulations



LIMITED WARRANTY:

This Limited Warranty provided by Starkey, to you, the original purchaser of a Starkey hearing instrument, covers your new hearing instrument when sold by a hearing professional authorized by Starkey. The duration of this Limited Warranty begins when you first take delivery of your hearing instrument from an authorized hearing professional and ends either twelve (12) months later or twenty-four (24) months later ("warranty period") depending on the product purchased:

12 months: Tour i20, Tour 20 24 months: Tour i30, Tour 30

LIMITATION ON DURATION OF IMPLIED WARRANTIES:

IMPLIED WARRANTIES, IF ANY, ARISING BY WAY OF STATE LAW, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND/OR ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. There is no warranty of any nature made by Starkey beyond this Limited Warranty. No person has authority to enlarge, amend, or modify this Limited Warranty. Starkey is not responsible for any undertaking, representation, or warranty (written, express, or implied) made by any hearing professional or other person beyond those expressly set forth in this Limited Warranty.

Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

WHAT THIS LIMITED WARRANTY COVERS:

This Limited Warranty covers only a "defect" in the workmanship performed and/ or materials used to manufacture your hearing instrument. "Defect" means the failure of the workmanship performed and/or materials used to conform the hearing instrument to Starkey's design and manufacturing specifications and tolerances.

Your hearing professional may have issued a warranty or service plan that goes beyond the provisions of this Limited Warranty. Please contact him or her for further information

Starkey will either replace the hearing instrument or repair any covered defect in your hearing instrument, provided that you deliver your hearing instrument to one of Starkey's authorized hearing professionals and notify the hearing professional of the defect during the warranty period and within thirty (30) days of discovering the defect. There will be no cost to you for Starkey's repair or replacement of the instrument itself, but the hearing professional may charge a fee for services he or she provides. Performance of warranty repairs on your hearing instrument shall not extend the duration of the warranty period. Any repairs performed on your hearing instrument after the warranty period has expired shall be considered "good will" repairs, which shall not alter the terms of this Limited Warranty.

HOW TO OBTAIN WARRANTY SERVICE:

Deliver your hearing instrument (at your expense) to the Starkey authorized hearing professional from whom you purchased it. If that professional is unavailable, visit www.starkey.com or call the toll-free telephone number on the back of the Operations Manual to locate another authorized Starkey hearing professional.

I IMITED WARRANTY

WHAT THIS LIMITED WARRANTY DOES NOT COVER:

Batteries, earmolds, accessories, or damage to your hearing instrument caused by misuse or neglect, accident, unauthorized alteration, or failure to provide reasonable and necessary maintenance and cleaning.

DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES:

THE PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM STARKEY ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM ANY DEFECT IN THE HEARING INSTRUMENT, INCLUDING BY WAY OF EXAMPLE ONLY, EXPENSES TO DELIVER THE HEARING INSTRUMENT TO AN AUTHORIZED HEARING PROFESSIONAL, HOTEL ROOMS, OR LOST WAGES. THIS EXCLUSION AND DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL BE DEEMED INDEPENDENT OF, AND SHALL SURVIVE, ANY FAILURE OF THE ESSENTIAL PURPOSE OF ANY REMEDY OF THIS LIMITED WARRANTY.

Some States do not allow the exclusion or limitation of consequential or incidental damages, so the above exclusions may not apply to you.

YOUR LEGAL REMEDIES:

THIS LIMITED WARRANTY DOES NOT "EXTEND TO FUTURE PERFORMANCE." ANY ACTION TO ENFORCE THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTIS MAY AND SHALL NOT BE COMMENCED MORE THAN 90 DAYS AFTER THE EXPIRATION OF THE WARRANTY PERIOD. THE PERFORMANCE OF REPAIRS SHALL NOT SUSPEND THIS LIMITATIONS PERIOD FROM EXPIRING. UNDER NO CIRCUMSTANCES SHALL STARKEY BE OBLIGATED TO REFUND ALL OR ANY PART OF THE PURCHASE PRICE OF THE HEARING INSTRUMENT. Some States do not allow the reduction in the limitation period, so the above reduction in the limitation period may not apply to you.

This warranty gives you specific legal rights. You may also have other rights which vary from State to State.

This warranty is valid only in the United States.

Starkey

6700 Washington Avenue South Eden Prairie, MN 55344

EC REP

Wm. F. Austin House, Bramhall Technology Park Pepper Road, Hazel Grove, Stockport SK7 5BX United Kingdom

www.starkey.com

Notes



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www.starkey.com

